(d) what stage the Government have taken tor propose to take to arrest rise in the lapse ratio as such a stiuation retarded growth of the renewal premium of an insurer;

(e) whether quick agency turnover is one of the primary causes of heavy lapsation of policies; if so, what are the advantages of quick agency turnover:

(f) how much expenditure was incurred on quick agency turnover during each of the year 1988-89 to 1993-94; and

(g) what steps Government have taken or propose to take to help the policy holders whose policies have lapses and their bonus forfeited during the period mentioned in part (b) above?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M V. CHANDRASHEKARA MURTHY) (a) to (g) The requisite information is being collected and shall be laid on the Table of the House.

Claims of Policy Holders

3375. SHRI SATISH PRADHAN: Will the Minister of FINANCE be pleased to state:

(a) whether the GIC has fixed any criterion to determine the claims of policy holders; if so, the details thereof; and

(b) whether it is a fact that the field officers/surveyors determine the value of damages claimed by the policy holders or by a claimant on policy holders?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKARA MURTHY): (a) The General Insurance Corporation of India (GIC) have reported that the claims of policy holders are determined on the basis of tenms and conditions laid down in different policies by the insurance companies; and

(b) Field Officers do not determine the vatoe of damages claimed by the policy holders or by a claimant on, a policy holder. This is done by surveyors except in the case of damages claimed on account of legal liabilities in which case the value and tenability of such demages are determined by legally competent persons in accordance with law.

Smuggling of Goods from various Ports

3376. DR. SANJAYA SINH:

SHRI GUNDAPPA KORWAR:

SHRI VIRENDRA KATARIA:

Wfll the Minister of FINANCE be pleased to state:

(a) whether Government are aware that a large quantity of foreign goods is smuggled into India through various ports:.

(b) if so, the action taken to prevent the smuggling from the ports;

(c) what are the details of goods confiscated at Calcutta, Bombay, Porbandar, Madras and Goa and other ports during the last three years, year-wise: and

(d) whether customs officials are a]so involved in those activities and if so, the details thereof and the action taken theeron?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKARA MURTHY): (a) to (d) Information is being collected and will be laid on the Table of the House.

Computerisation in Banking Sector

3377. SHRI SYED SIBTEY RAZI: Wfll the Minister of FINANCE be pleased to state:

(a) whether country's leading hardware and software companies have offered total solutions in computer automation to the banking sector:

(b) if so, the names of such oompa. nies:

(c) whether some of banks in public sector have computerised their banking sector completely;

(d) if so, the names of such banks with names of their branches, location-wise;

(e) whether Government propose to ask other Public Sector Banks to go in for complete computerisation; and

(f) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKARA MURTHY): (a) and (b) Reserve Bank of India (RBI) has intimatedthat Tata Consultancy Service, Bombay, Infosys Pvt. Ltd., Bangalore, CMS Ltd., New Delhi, PSI Data Sys Ltd., ICIM, ECIL, M|s. Kale Con&ultancy, "Mafatlal Consultancy, C. Das, etc. are some of the software vendors who have offered total solution in computer automation to the banking seclor.

(c) No, Sir.

(d) Does not arise.

(e) and (f) In terms of the agreement enterred into by Indian Bank's Association (IBA) with the employees unions in October, 1993 operations in the branches located in metropolitan and urban centres with voucher load of 750 or more per day and certain other special category of branches are to be fully computerised. Banks have therefore, been advised to identify eligible branches on above parameters and take up total computerisation of the same in a time bound manner

Australian Insurance Company's visit

3378. SHRIMATI RENUKA CHOWDHURY: Will the Minister of FINANCE be pleased to refer to answer to Unstarred Question 247 given in Rajya Sabha on the 14th March, 1995 and state:

(a) the names and -addresses of the Australian firms that visited our country in connection with entering into General Life Insurance market; and

(b) the meeting's they had during their - visit, who were the officials involved in the discussions and what was the outcome of such discussions?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKARA MURTHY): (a) and (b) A number of Australian firms interested in the insurance sector participated in the combined fourth meeting of Indo-Australia Joint Ministrial Commission and ninth meeting of Indo-Autralia Joint Business Council held on 15th and 16th February, 1995 in New Delhi.

Some of the firms which participated in the meeting were A N Z Banking Group Limited, Asia Calling, Colonial Mutual Group, Commonwealth Bank of Australia, National Mutual Life Association, QBE Insurance Group Limited, National Australia Bank etc.

During the meeting, there was special Sectoral Group Meeting on Services including banking, insurance, tourism, education and business services. This Sectoral Group Meeting was chaired by Shri R. N. Malhotra, who was the Chairman of the Committee on Reforms in the Insurance Sector set up by the Government. No official from the Ministry of Finance attended the meeting. The relevant extract from the report of the working Group is enclosed.

Report' of the working group ON services including banking and finance, Insurance, Education, Tourism and Business Services

The Fourth India-Australia Joint Ministerial Commission meeting and Ninth meeting of India-Australia Joint Business Council 15th & 16th February, 1995—New Delhi.

Chairman:—Mr. R. N. Malhotra Chairman, ICRIER and Former Governor, RBI

Co-Chairman:—Mr. Dinesh Anand, Sr. Manager, South Asia Anz Banking Group Ltd.